Narrative Description: 2016 - 2019

LINE 510 - SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES COMPLIANCE

Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") complies with applicable service quality standards and consumer protection rules for its voice and broadband services.

The rates, terms, and conditions under which the Company operates are outlined in its local exchange tariff, which is approved by the Public Utility Commission of Texas ("Texas PUC"). The tariff contains provisions regarding the Company's customer service and protection practices.

Service quality standards for voice service are established by the Texas PUC. The Company consistently meets or exceeds those standards and provides reports to the Texas PUC, in accordance with the Texas PUC's rules.

With regard to broadband service, the Company provisions its network and equipment to ensure that its customers can enjoy the speeds to which they subscribe. However, Internet speeds generally result from a "best effort" service and are dependent upon a number of variables, many of which are outside the control of the Company.

The Company complies with any and all consumer protection obligations under state law.

The Company also complies with the following consumer best practices: (1) the Company discloses its rates and terms of service to customers; (2) the Company provides specific disclosures in its advertising; (3) the Company separately identifies carrier charges from taxes on its billing statements; (4) the Company provides ready access to customer service; (5) the Company promptly responds to consumer inquiries and complaints received from government agencies; and (6) the Company abides by policies for protection of consumer privacy.

Finally, the Company has a policy and established operating procedures that comply with the FCC's Customer Proprietary Network Information (CPNI) rules (47 C.F.R. §§64.2001-64.2011). Certification of the Company's compliance with CPNI rules and a description of the Company's operating procedures that ensure compliance are filed annually with the FCC.

LINE 610 - FUNCTIONALITY IN EMERGENCY SITUATIONS

Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") is able to function in emergency situations for both voice and broadband service. The Company has a reasonable amount of back-up power to ensure functionality without an external power source. Permanently installed standby power generators are supplied at the two primary central offices, and remote switch sites have a minimum of eight hours of backup battery capability and are equipped for portable emergency generators. The Company has four portable emergency generators it can utilize throughout its network to maintain power at remote sites. The network is capable of managing traffic spikes resulting from emergency situations.

The Company is able to reroute traffic around damaged facilities. Although the Company's ability to reroute traffic around damaged facilities is not absolute and may be limited in certain circumstances, there is a restoration plan in place for expeditious recovery of service, including splicing of damaged facilities when warranted. The Company has a portable splicing trailer fully equipped for fast response to cut facilities and has a portable Broadband Loop Carrier available to respond to damaged remote switching sites.

LINE 1010 - VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$46.96, which includes the federal subscriber line charge ("SLC").

In all of the exchanges served by Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company"), the single-line residential local rate, including any mandatory extended area service charge, is \$18. When the federal SLC (\$6.50) and the state universal service fee (\$.67) are included, the rate becomes \$25.17. Therefore, the Company's pricing of fixed voice services is less than the reasonable comparability benchmark of \$46.96.

¹ Wireline Competition Bureau Announces Results of Urban Rate Survey for Voice Services; Seeks Comment on Petition for Extension of Time to Comply With New Rate Floor, WC Docket No. 10-90, DA 14-384 (rel. Mar. 20, 2014), p. 2.

LINE 1210 – TERMS & CONDITIONS OF VOICE TELEPHONY LIFELINE PLANS

Residential customers of Muenster Telephone Corporation of Texas d/b/a Nortex Communications ("the Company") who qualify for the Lifeline Program receive a discount of \$12.75 on local voice telephony service (\$9.25 federal discount + \$3.50 state discount).

For all of the Company's exchanges, the Lifeline single-line residential local rate, including any mandatory extended area service charge and the federal subscriber line charge, is \$11.75 (\$24.50 standard rate - \$12.75 discount).

All single-line residential customers, including Lifeline customers, have an unlimited number of minutes for local calls made within the Dallas and Wichita Falls LATAs.

Toll charges for calls outside of the local calling area are determined by the long distance carrier of the customer's choosing. Customers may also elect to subscribe to toll blocking at no charge.

Lifeline Program reductions do not apply to additional services such as information-related services and custom calling features. Lifeline customers may subscribe to these services, where available, at the same rates offered to other customers.

Lifeline customers may subscribe to any of the following service bundles that include residential local voice service and will receive a discount of \$12.75 from the regular price of the service bundle:

	Tariff Price	Lifeline Discounted Price
Nortex Choice Unlimited	\$52.50	\$39.75
Nortex Choice with Internet	\$67.50	\$54.75
Light Speed Choice	\$69.40	\$56.65
Light Speed 500	\$77.40	\$64.65
Light Speed Unlimited	\$84.40	\$71.65
Nortex Flex Pak one line	\$29.50	\$16.75
Nortex Flex Pak two lines	\$50.55	\$37.80

Additional information regarding the terms and conditions of voice telephony Lifeline plans can be found at http://www.nortex.com/news-and-information/Lifeline-Notice.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions.

searching existing data sources, gathering and maintaining t	he data needed, and cor	upleting and reviewing	the collection of information.			
USDA-RUS	3		This data will be used by RUS to review your financial situation. You	ur response	e is required by 7 U.	S.C. 901 et seq.
			and, subject to federal laws and regulations regarding confidential t	information	n, will be treated as	confidential.
			BORROWER NAME			
OPERATING REP TELECOMMUNICATION		s	Muenster Telephone Corporation of	Texas	S	
			(Prepared with Audited Data)			
INSTRUCTIONS-Submit report to RUS within 30 day	s after close of the p	eriod.	PERIOD ENDING	BORROV	VER DESIGNATION	N
For detailed instructions, see RUS Bulletin 1744-2. R	eport in whole dolla	rs only.	December, 2013	TX061	13	
		С	ERTIFICATION			
to the best of our knowledge and belief. ALL INSURANCE REQUIRED BY 7 RENEWALS HAVE BEEN OBTAINS	CFR PART 1788 ED FOR ALL PO	, CHAPTER XVI LICIES. THIS REPORT	counts and other records of the system and reflect the sta II, RUS, WAS IN FORCE DURING THE REPORTING PURSUANT TO PART 1788 OF 7CFR CHAPTER 2	NG PER		
X All of the obligations under the RUS loan doc have been fulfilled in all material respects.	uments	(Glieck bil	e of the following) There has been a default in the fulfillment of the oblig under the RUS loan documents. Said default(s) is/ar specifically described in the Telecom Operating Repo	re		
Alan Rohmer		3/27/2014				
The state of the s	-02	DATE	-			
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		T	A. BALANCE SHEET			
st conserve	BALANCE	BALANCE	l more and a second sec	- 1	BALANCE	BALANCE
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CURRENT ASSETS			CURRENT LIABILITIES			
Cash and Equivalents	Ų		25. Accounts Payable			
Cash-RUS Construction Fund			26. Notes Payable			
3. Affiliates:			27. Advance Billings and Payments			
a. Telecom, Accounts Receivable			28. Customer Deposits			
b. Other Accounts Receivable			29. Current Mat. L/T Debt			
c. Notes Receivable	<u>[</u>		30. Current Mat. L/T Debt-Rur. Dev.			
4. Non-Affiliates:			31. Current MatCapital Leases			
a. Telecom, Accounts Receivable			32. Income Taxes Accrued			
b. Other Accounts Receivable			33. Other Taxes Accrued			
c. Notes Receivable			34. Other Current Liabilities			
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)			
Material-Regulated			LONG-TERM DEBT			
7. Material-Nonregulated			36. Funded Debt-RUS Notes			
8. Prepayments			37. Funded Debt-RTB Notes			
9. Other Current Assets			38. Funded Debt-FFB Notes	7 T T T T T T T T T T T T T T T T T T T		
10. Total Current Assets (1 Thru 9)	Ī		39. Funded Debt-Other			
NONCURRENT ASSETS	Ī		40. Funded Debt-Rural Develop, Loan			
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt			
a. Rural Development			42. Reacquired Debt			
b. Nonrural Development			43. Obligations Under Capital Lease			
12. Other Investments			44. Adv. From Affiliated Companies			
a. Rural Development	Ħ		45. Other Long-Term Debt			
b. Nonrural Development	Ī		46. Total Long-Term Debt (36 thru 45)			
13. Nonregulated Investments			OTHER LIAB, & DEF. CREDITS			
14. Other Noncurrent Assets			47. Other Long-Term Liabilities			
			48. Other Deferred Credits			
15. Deferred Charges			49. Other Jurisdictional Differences			
16. Jurisdictional Differences	H			_		
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)			
PLANT, PROPERTY, AND EQUIPMENT			EQUITY			
18. Telecom, Plant-in-Service			51. Cap. Stock Outstand, & Subscribed			
19. Property Held for Future Use			52. Additional Paid-in-Capital			
20. Plant Under Construction			53. Treasury Stock			
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates			
22. Less Accumulated Depreciation			55. Other Capital	-		
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits			
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins			
			58. Total Equity (51 thru 57)			
§			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)			

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

TX0613

PERIOD ENDING

INSTRUCTIONS- See RUS Bulletin 1744-2

December, 2013

12. Customer Operations Expense 13. Corporate Operations Expense 14. Total Operating Expenses (8 thru 13) 15. Operating Income or Margins (7 less 14) 16. Other Operating Income and Expenses 18. Federal Income Taxes 19. Other Taxes 19. Other Taxes 20. Total Operating Taxes (17+18+19) 21. Net Operating Income or Margins (15+16-20) 22. Interest on Funded Debt 23. Interest Expense - Capital Leases 24. Other Interest Expense 25. Allowance for Funds Used During Construction 26. Allowance for Funds Used During Construction 27. Total Taxes Charges (22×23×24-25) 28. Total Taxes Charges (22×23×24-25) 29. Nonoperating Net Income 20. Extraordinary Items 20. Jurisdictional Differences 30. Nonregulated Net Income 31. Total Net Income or Margins (21+27+28+29+30-26) 32. Total Taxes Based on Income 33. Retained Earnings or Margins Seginning-of-Year 34. Miscellaneous Credits Year-to-Date 35. Dividends Declared (Preferred) 36. Dividends Declared (Preferred) 37. Other Debits Year-to-Date 38. Retained Earnings or Margins End-of-Period ((31+33+34) - (35+36+37+38)) 39. Retained Earnings or Margins End-of-Period ((31+33+34) - (35+36+37+38)) 40. Patronage Capital Edginning-of-Year 41. Transfers to Patronage Capital 42. Patronage Capital Edginning-of-Year 43. Patronage Capital Edginning-of-Year 44. Annual Debt Service Payments 45. Cash Ratio ((14+20-10-11)/7) 46. Operating Accrual Ratio ((14+20-26)/7) 47. TIER ((31+26)/26)	INSTRUCTIONS- See RUS Bulletin 1744-2	December, 2013	Takes and a	
Local Network Services Revenues	PART B. STATEMENTS OF INCOME	AND RETAINED EARNING	S OR MARGINS	
2. Network Access Services Revenues 3. Long Distance Network Services Revenues 4. Carrier Silling and Collection Networks 5. Miscellaneous Revenues 6. Uncollectible Revenues 7. Net Operating Revenues († thru 5 less 6) 8. Plant Specific Operations Expense 9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization) 10. Depreciation Expense 11. Amortization Expense 12. Customer Operations Expense 13. Corporate Operations Expense 14. Total Operating Expenses (# thru 13) 15. Operating Operations Expense 16. Origo Deprations Expense 17. State and Local Taxes 18. Federal Income and Expenses 19. Other Taxes 10. Other Operating Income and Expenses 19. Other Taxes 10. Total Operating Income and Expenses 10. Total Operating Income and Expenses 10. Total Operating Income and Expenses 11. State and Local Taxes 12. Interest Expense 13. Total Operating Income and Expenses 14. Total Operating Income and Expenses 15. Total Operating Income and Expenses 16. Total Operating Income and Expenses 17. State and Local Taxes 18. Federal Income Taxes 19. Other Taxes 20. Total Operating Income or Margins (†5+16-20) 21. Interest Expense 22. Interest Expense 23. Interest Expense 24. Other Interest Expense 25. Allowance for Hunds Used During Construction 26. Total Fixed Charges (22+23+24-25) 27. Nonoperating Net Income 28. Extraordinary Items 29. Jurisdictional Differences 30. Nonegulade Net Income 31. Total Taxes Based on Income 32. Total Taxes Based on Income 33. Retained Earnings or Margins Engining-of-Year 34. Miscellaneous Credits Vear-to-Date 35. Obvidends Declared (Common) 36. Dividends Declared (Common) 37. Other Debts Vear-to-Date 38. Retained Earnings or Margins End-of-Period ((31+33+34) - (35+36+37+38)) 38. Retained Earnings or Margins End-of-Period ((31+33+34) - (35+36+37+38)) 49. Patonage Capital End-of-Vear (40+41-42) 40. Annual Debt Service Payments 41. Transfers to Patonage Capital 42. Patonage Capital End-of-Vear (40+41-42) 43. Annual Debt Service Payments	ITEM		PRIOR YEAR	THIS YEAR
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40. Patronage Capital Beginning-of-Year 41. Transfers to Patronage Capital 42. Patronage Capital Credits Retired 43. Patronage Capital End-of-Year (40+41-42) 44. Annual Debt Service Payments 45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	38. Transfers to Patronage Capital			
41. Transfers to Patronage Capital 42. Patronage Capital Credits Retired 43. Patronage Capital End-of-Year (40+41-42) 44. Annual Debt Service Payments 45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37	+38)]		
42. Patronage Capital Credits Retired 43. Patronage Capital End-of-Year (40+41-42) 44. Annual Debt Service Payments 45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	40. Patronage Capital Beginning-of-Year			
43. Patronage Capital End-of-Year (40+41-42) 44. Annual Debt Service Payments 45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	41. Transfers to Patronage Capital			
44. Annual Debt Service Payments 45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	42. Patronage Capital Credits Retired			
45. Cash Ratio [(14+20-10-11) / 7] 46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	43. Patronage Capital End-of-Year (40+41-42)			
46. Operating Accrual Ratio [(14+20+26) / 7] 47. TIER [(31+26) / 26]	44. Annual Debt Service Payments			
47. TIER [(31+26) / 26]	45. Cash Ratio [(14+20-10-11) / 7]			
	46. Operating Accrual Ratio [(14+20+26) / 7]	ACCORD OF THE PROPERTY OF THE		
48. DSCR [(31+26+10+11) / 44]	47. TIER [(31+26) / 26]			
	48. DSCR [(31+26+10+11) / 44]		100 - 100 -	T

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BORROWER DESIGNATION

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INSTRUCTIONS - See RUS Bulletin 1744-2

1. RATES		S	2. SUBSCRIBERS (ACCESS LINES)			3. ROUTE MILES		
EXCHANGE	B-1	R-1	BUSINESS	RESIDENTIAL	TOTAL	TOTAL (including fiber)	FIBER	
	(a)	(b)	(a)	.(p)	(c)	(a)	(b)	
Valley View East	20.95	14.50						
Valley View	20.95	14.50						
Myra	27.95	18.00						
Muenster	20.95	14.50						
Rosston	20.95	14.50						
Forestburg	20.95	14.50						
MobileWireless	i-Mammiy				Annone de la companya de la company			
Route Mileage Outside Exchange Area								
Total				DAIN'S III	To the state of th			

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			4.1	BROADBAND SER	VICE			
				Deta	ls on Least Exper	sive Broadband S	ervice	
EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pckg (f)	Type Of Technology (9)
Valley View East				3,000	512	29.95	Package	DSL
Valley View				3,000	512	29.95	Package	Fiber to the Home
Муга				3,000	512	29.95	Package	DSL
Muenster				3,000	512	29.95	Package	Fiber to the Home
Rosston	Â			3,000	512	29.95	Package	DSL
Forestburg				3,000	512	29.95	Package	DSL

REDACTED - FOR PUBLIC INSPECTION

USDA-RUS		The state of the s	BORROWER DES	SIGNATION	
OPERATING REPORT FO	10		TX0613		
TELECOMMUNICATIONS BORE			PERIOD ENDING		
TEEEO MINONIO A TIONO DON	· · · · · · · · · · · · · · · · · · ·		December, 20		1
INSTRUCTIONS- See RUS Bulletin 1744-2					
	PART D. SYSTE	M DATA			
1. No. Plant Employees 2. No. Other Employees 2.	3 Square Miles Served	478	4. Access Lines per Square	: Mile 7.21	5. Subscribers per Route Mile 2.72
	PARTE, TOLL	DATA			
1 Study Area ID Code(s) 2. Types of Toli	Settlements (Check on	e)			
a. 442116		Interstate:	Average Schedule		X Cost Basis
b		Intrastate:	Average Schedule	. 1	X Cost Basis
d					
e					1
f					
9					1
h					l
i					1
·					
PART F. F	FUNDS INVESTED IN	PLANT DURING YEA	AR		
RUS, RTB, & FFB Loan Funds Expended					
Other Long-Term Loan Funds Expended					
Funds Expended Under RUS Interim Approval					
Other Short-Term Loan Funds Expended					
General Funds Expended (Other than Interim)					
6. Salvaged Materials					
7. Contribution in Aid to Construction					
Gross Additions to Telecom. Plant (1 thru 7)					
PART G. I	NVESTMENTS IN AFF	FILIATED COMPANI	ES		
	CURRENT	YEAR DATA		CUMULATIVE DA	ATA
			Cumulative	Cumulative	
INVESTMENTS	Investment	Income/Loss	Investment	Income/Loss	Current
	This Year	This Year	To Date	To Date	Balance
(a)	(h)	(6)	(4)	(e)	Ø
Investment in Affiliated Companies - Rural Development					
Investment in Affiliated Companies - Nonrural Development					

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TELECOMMUNICATIONS BORROWERS	PERIOD ENDING December, 2013			
PART H. (CURRENT DEPRECIATION RATES	S	WO A	
Are corporation's depreciation rates approved by the regulatory authori with jurisdiction over the provision of telephone services? (Check one		X YES	□ NO	
The state of the s	William Control of the Control of th			
EQUIPMENT CATEGORY	······································	DEPRECI	ATION RATE	
. Land and support assets - Motor Vehicles	e von extra construction of the construction o			
Land and support assets - Aircraft		 		
3. Land and support assets - Special purpose vehicles				
Land and support assets - Garage and other work equipm	ient			
Land and support assets - Buildings	1			
 Land and support assets - Furniture and Office equipment Land and support assets - General purpose computers 	I control of the second			
Land and support assets - General purpose computers Central Office Switching - Digital	MU-MAN - RES-			
Central Office Switching - Digital Central Office Switching - Analog & Electro-mechanical				
Central Office Switching - Operator Systems				
Central Office Transmission - Radio Systems	Outlewen and the second			
Central Office Transmission - Circuit equipment				
Information origination/termination - Station apparatus	CONTROL OF THE STATE OF THE STA			
Information origination/termination - Customer premises w	viring			
Information origination/termination - Large private branch				
6. Information origination/termination - Public telephone term				
7. Information origination/termination - Other terminal equipn	nent			
Cable and wire facilities - Poles				
9. Cable and wire facilities - Aerial cable - Metal				
20. Cable and wire facilities - Aerial cable - Fiber				
1. Cable and wire facilities - Underground cable - Metal	2 70 0 100			
2. Cable and wire facilities - Underground cable - Fiber				
3. Cable and wire facilities - Buried cable - Metal				
4. Cable and wire facilities - Buried cable - Fiber	e de la companya de l			
5. Cable and wire facilities - Conduit systems	Source of the second state			
6. Cable and wire facilities - Other				

30.

Ending Cash

BORROWER DESIGNATION

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	OPERATING REPORT FOR	
	TELECOMMUNICATIONS BORROWERS	PERIOD ENDED December, 2013
INST	RUCTIONS – See help in the online application.	
	PART I - STATEMENT	OF CASH FLOWS
1.	Beginning Cash (Cash and Equivalents plus RUS Construction Fund)	
V 	CASH FLOWS FROM OPERATING AC	TIVITIES
2.	Net Income	
	Adjustments to Reconcile Net Income to Net Cash Provide	ded by Operating Activities
3.	Add: Depreciation	
4.	Add: Amortization	
5.	Other (Explain)	
	Changes in Operating Assets and Lia	bilities
6.	Decrease/(Increase) in Accounts Receivable	
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	
9.	Decrease/(Increase) in Other Current Assets	
10.	Increase/(Decrease) in Accounts Payable	
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	
13.	Net Cash Provided/(Used) by Operations	
	CASH FLOWS FROM FINANCING AC	TIVITIES
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital	Certificates & Other Capital
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain) Increase in Interest Receivable	
23.	Net Cash Provided/(Used) by Financing Activities	
24	CASH FLOWS FROM INVESTING ACT	TIVITIES
24.	Net Capital Expenditures (Property, Plant & Equipment)	
25.	Other Long-Term Investments	
26.	Other Noncurrent Assets & Jurisdictional Differences	
27.	Other (Explain) Deduction in Accum Depr for Retirement in PPE	
28.	Net Cash Provided/(Used) by Investing Activities	
29.	Net Increase/(Decrease) in Cash	

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NOTES TO THE OPERATING REPO	ORT FOR TELECOMMUNICATIONS BORROWERS	

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CERTIFICATION LOAN DEFAULT NOTES TO THE C	DPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS